



I DIDN'T RECEIVE MY LINK TO LIVE STREAM VIA ZOOM

There are **two possible reasons** you are not receiving links to the live stream via Zoom.

1) If you maintain more than one email account, check all accounts for emails from Norris Virtual. All communications and links from The Alumnae, audienceview.com, and Norris Virtual are sent to the email you provided when you established your NBO account. You may also need to check your junk/spam and archives folders in each of your email accounts.

2) If you still can't find your link, then it's likely you did not take the additional step of registering for Zoom webinar. The link is provided in your payment confirmation email from audienceview.com (Remember to check all of your email accounts.)

- Find and open your payment confirmation email.
- Scroll down to find the link(s). Each course has its own registration link.
- Zoom will ask you to confirm your name and email. Click submit/confirm. You only have to do this once each quarter for each course.
- You will receive a confirmation email (no-reply@zoom.us) containing information about joining the webinar.

Why do you need to take this extra step? Audienceview is a credit card payment processing platform. Zoom is a webinar platform. The two platforms cannot share information with each other ... which is a good thing for security reasons.